

Administrative Assistant (Series Delivery)

Salary: £23,031 - £24,066 per annum (Grade 3)

Contract type: Full-time (36.5 hours per week), Permanent

The challenge:

As Wales' largest awarding body, at WJEC we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic chance to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role:

The post holder will assist the Series Delivery Team with administrative support to ensure that candidates receive accurate and timely results, and that our centres and other stakeholders receive excellent customer support. The post holder will have responsibility for sending out exam certificates to schools and colleges, dealing with requests for changes and assisting with the distribution of other confidential materials to our centres. Under the guidance of senior officers, the post holder will also be expected to contribute to specific projects and activities across the GCSE and GCE functions, as well as supporting the Skills and Pathways sections as required. As the first point of contact in the Series Delivery Team, ensuring that queries are answered in a timely and professional manner will be a key element of the role.

The person:

To enjoy and thrive in this role, you will be a strong communicator, with the ability to work collaboratively and flexibly with immediate team members and other colleagues across WJEC, as well as external stakeholders. You will have an organised and proactive approach to work, alongside a high level of accuracy and attention to detail.

Our benefits:

WJEC is a welcoming and supportive organisation, which is proud to offer a range of generous employee benefits including: 25 days annual leave a year (plus 16 statutory/ additional days), training and development opportunities including free Welsh language courses, and a good pension scheme. Whilst there will be times when you are required to work on-site in our Cardiff office, we would be happy to consider requests for flexible and/or homeworking from the successful applicant.

To find out more about the role, or about working for us, please do not hesitate to contact HR@wjec.co.uk who would be more than happy to answer your questions.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 23:59; Tuesday 26 November 2024

Interviews are anticipated to be held in person, in week commencing 09 December 2024

JOB DESCRIPTION

Job Title:	Administrative Assistant (Series Delivery)
Department:	Assessment Delivery
Section:	Operations
Responsible to:	Senior Officer
Grade:	3
Location:	Cardiff
Main purpose of Job:	

The post holder will assist the Head of Service Delivery, Managers, and Officers with a wide range of functions to ensure that candidates receive accurate and timely results and that centres and other stakeholders receive excellent customer support.

The postholder will, under the guidance of senior officers, have responsibility for specific projects and activities across the GCSE functions and support as required the Skills and Pathways sections. The activities can be rotated for development opportunities.

Principal Duties and Responsibilities:

- Under the direction of a Senior Officer, to support and co-ordinate activities from a range of duties within Series Delivery such as:
 - Co-ordinating certificate despatch and processing requests for replacement certificates
 - Coordinating despatch of 'change of examiner' labels for centres during exam periods
 - Assisting with arrangements for 'transfer candidates' between centres
 - Investigating missing scripts
 - Processing controlled assessment and exam marks
 - Processing special condition and access arrangement applications
 - Analysing data and preparing reports
 - Developing the Series Delivery information for centres
 - Development and maintenance of specific databases
- To answer queries from centres and other stakeholders professionally, providing them with accurate information and, when necessary, referring them the appropriate person.
- To assist in preparing information for standardisation and awarding purposes.
- To access and utilise information held on the AS400, input and access data using internal IT systems and Microsoft Office software.
- To assist with the processing and publication of results.
- To organise the despatch of materials and stationery to centres
- To update series delivery documentation and upload on SharePoint/Hwb.

- To maintain stationery supplies and organise the disposal of confidential waste for the section.
- To prepare, collate and format information/documents together with photocopying, scanning and faxing documentation.
- To ensure documentation is filed and retained correctly and accurately in accordance with WJEC procedures.

In addition:

- To work closely with other departments in WJEC to deliver team objectives.
- To understand the importance of confidentiality and adhere to best practice principles when working with confidential data.
- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post.

Person Specification

Job Title:	Administrative Assistant (Series Delivery)
Department:	Assessment Delivery

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Good written and verbal communication skills
- Ability to work in an organised and accurate way.
- Ability to work as part of a team
- Good level of ICT skills and the ability to apply these skills
- Ability to work to deadlines
- Ability to pay attention to detail

Desirable

- N/A

Knowledge

Highly desirable

- Sound IT knowledge

Desirable

- General knowledge of examination systems, processes and procedures

Experience

Highly desirable

- Experience of working within a customer focussed environment
- Experience of answering queries from internal and external stakeholders
- Experience of completing work in order to meet critical deadlines.

Desirable

- Experience of using AS400

Training / Qualifications

Highly desirable

- 5 GCSE's including English and Maths, or equivalent qualifications or demonstrable experience for the role

Desirable

- N/A

Other Requirements

Highly desirable

- Ability to work flexibly
- Willingness to learn and develop oneself

Desirable

- N/A

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Cynorthwydd Gweinyddol (Cyfresi Arholiadau) / Administrative Assistant (Series Delivery)		
Cyflog / Salary:	£23,031 - £24,066 y flwyddyn / per annum	Gradd / Grade:	3
Gwyliau Blynyddol / Annual Leave:	<p>25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol / ychwanegol o wyliau yn ogystal ar hyn o bryd.</p> <p>25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.</p>		
Pensiwn / Pension:	<p>Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol.</p> <p>The provision of the Local Government Superannuation Act apply.</p>		
Math o Gytundeb:		Contract Type:	
<input checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> Rhan amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau'r wythnos No. of hrs per week Diwedd y Tymor End of Term Diwedd y Tymor End of Term Nifer yr oriau'r wythnos No. of hrs per week	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59; dydd Mawrth 26 Tachwedd 2024.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59; Tuesday 26 November 2024.</p>			